

ADESA Simulcast no longer uses Adobe Flash; plug-ins or browser configurations are no longer required.

**Problem:** You have joined an ADESA Simulcast sale but are unable to view video and hear audio

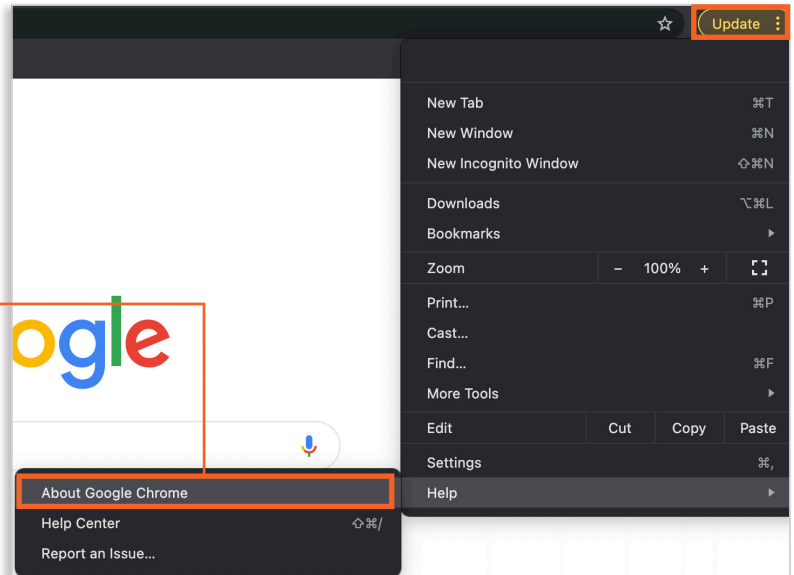
**Solutions:**

**Check your browser**

- Google Chrome is the best browser to use for ADESA Simulcast. Ensure you have version 86 or a more recent version.

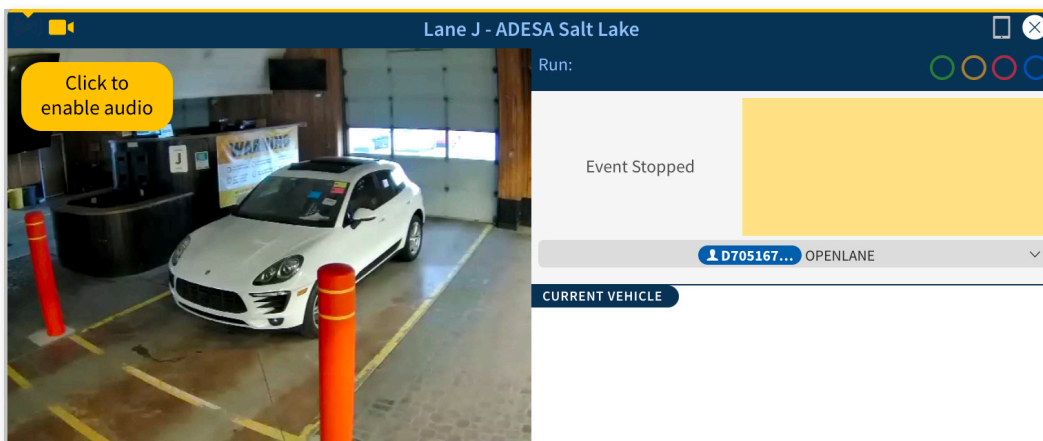
**Check your internet connection**

- If possible when working remote, disconnect from your company's VPN
- If possible when working from the office, connect to the internet using a mobile hotspot or phone



**Contact your organization's IT support team**

- Technical information to help IT personnel configure their firewalls can be found here: <https://subscriber-test.av.auctionfrontier.io/#/network-requirements>



Questions? Contact Customer Connection  
888-526-7326 or [CustomerConnectionCanada@ADESA.com](mailto:CustomerConnectionCanada@ADESA.com)